

POSITION	Management Technician
LOCATION	Laurel Park, NC
FULL SALARY RANGE	Grade 13 (\$37,373 - \$55,504) DOQ
EFFECTIVE DATE	August 17, 2020

Job Summary

Under general supervision, this position serves as an integral part of the executive management team responsible for providing leadership support for the Town Manager by performing complex administrative tasks, project oversight, and management analysis requiring a dynamic skill set. An employee in this class requires significant initiative, independent judgment, and discretion with a considerable workload and extensive public contact. Work is performed under the direct supervision of the Town Manager.

Essential Duties and Tasks

- Promotes innovation, critical thinking and creativity in developing approaches and solutions to Town needs.
- Conduct complex and sensitive administrative, operational, and management analysis, studies, and research projects including those involving Town-wide issues, programs, policies, and procedures.
- Provide the Town Manager with accurate and timely information to support decision making and policy decisions.
- Monitor pending projects and work items and keep the Town Manager informed about projects and issues of importance.
- Serves as the Zoning and Subdivision Administrator for the Town and its planning jurisdiction (ETJ).
- Supports the Town Manager to achieve and maintain compliance with the Town's National Pollutant Discharge Elimination System (NPDES) Phase 2 Stormwater permit (including Public Education and Outreach, Public Involvement and Participation, Illicit Discharge Detection and Elimination, Construction Site Runoff Controls, Post-Construction Site Runoff Controls, and Pollution Prevention and Good Housekeeping for Municipal Operations).
- Support the Town Manager with the Commission, employee and citizen group discussions and meetings.
- Participate in the preparation of Commission materials and agenda packets.
- Coordinate with Department Directors or other appropriate parties to respond to citizen inquiries.
- Serve as project lead for special projects and grant administration, as assigned, to coordinate Town efforts to ensure regulatory compliance and reporting.
- Provides general assistance and support to the Town Manager's Office on matters concerning the administration of the Town government.
- Supports daily administrative department needs, including but not limited to telephone and visitor inquiries for Town Hall; directs visitors and calls to proper location; answers incoming calls for general Town government; provides general information to citizens; forward calls to proper location; takes messages when necessary; answers complaints from citizens, researches problems, and renders decisions or answers to their questions; refers precedent setting issues to higher level management for advice and consultation.
- Performs other job-related tasks as required.

Required Knowledge, Skills, and Abilities

The successful applicant demonstrates considerable knowledge and is guided by the principles of personal and professional integrity; community engagement; equity and inclusion; staff effectiveness; and personal resiliency and development. The employee is also expected to lead by example and demonstrate the highest level of ethics.

Knowledge of:

- principles and practices of public administration with a thorough knowledge of government policies specifically related to land-use planning, strategic planning, organizing, directing, and coordinating local government operations;
- personnel management including leadership techniques, principles and procedures to assign work, schedule, supervise, train and evaluate the work of assigned staff, human resource theory and practices, and personnel recruitment and retention;
- customer service principles and processes including setting and meeting quality standards for services and evaluation of customer satisfaction;
- and technology and innovative practices including emerging methods of community engagement and the use of technology to improve the efficiency and effectiveness of government operations.

Skill in:

- understanding the basic principles of public service and promoting an environment of continual improvement for local government operations;
- discerning community needs and identifying responsive and equitable responses;
- effectively facilitating the flow of information, ideas, and innovative practices;

Ability to:

- analyze and evaluate complex administrative problems, evaluate programs and recommend solutions;
- present clear, complete and logical oral and written reports;
- manage multiple grants, projects and oversee the work of others;
- establish and maintain effective working relationships with employees, governmental officials, representatives of private agencies, community groups and the general public.

Desirable Education and Experience

Graduation from a college or university with a bachelor's degree in public administration, town and regional planning, business administration, or a related government field required. Training and experience in a government environment desired. A master's degree in public administration or a related field is preferred.

Special Requirements

Possession of a valid North Carolina driver's license.

Successful applicants for this position must successfully complete a drug screening, criminal background check, and DMV record review.

To Apply

Application available at [https://www.laurelpark.org/vertical/sites/%7B4E81291D-E1EB-4994-82AB-5E167A51C87D%7D/uploads/Employment_Application_09.2019_-_Fillable_PDF_Form\(1\).pdf](https://www.laurelpark.org/vertical/sites/%7B4E81291D-E1EB-4994-82AB-5E167A51C87D%7D/uploads/Employment_Application_09.2019_-_Fillable_PDF_Form(1).pdf) or can be picked up at Town Hall. Submit your completed application, cover letter, and resume to the Town of Laurel Park, Attn: Town Manager, 441 White Pine Dr., Laurel Park, NC 28739. Applications accepted until position filled. Review to begin on 6/26/2020

